



# **SAFEGUARDING POLICY**

**Document History:**

**Document Owner** The owner of this document is Jason Hatherley and Robert Elver (Joint Health and Safety Officers)

**Document Location** The electronic copy of this draft document is located in the DLTC Committee Shared Drop Box file.

**Document Status** The current status for this document is **Final**

**Revision History** Final version has additional annexes covering Photography, Code of Conduct and Sun Safety – sent to head coaches for approval/implementation.

Version number	Revision date	Previous revision date	Summary of changes	Changes marked
0.1	22/03/2015		Document Control Page added	No
0.2	04/05/2015	22/03/2015	Welfare Officer Content added	No
1.0	05/05/2015	04/05/2015	First major version (approved)	No
2.0	25/05/2015	05/05/2015	Annexes A, B and C added	No
2.1	09/02/2019	25/05/2018	Review & Change of Welfare Officer	No

**Approvals** This document requires approvals to be agreed and filed in DLTC electronic files.

Name	Responsibility	Date of issue	Version
Catherine Young	Welfare Officer	22/03/2015	V0.1
Kim Sadler	Chair	04/05/2015	V0.2
Project Team	Document for Approval	04/05/2015	V0.2
Robert & Peter Elver	Changes to annexes A, B, C	25/05/2015	V2.0
Robert Elver	Review & Change of Welfare Officer to Jo Hussain	09/02/2019	V2.1

**Distribution \*\* (Final Version Only)** This document has been distributed as follows:

Name	Responsibility	Date of issue	Version
Copy for Club House Notice Board	Facilities Manager	05/05/2015	1.0
Copy for Club House Notice Board	Facilities Manager	26/05/2015	2.0
Copy for Club House Notice Board and website	Facilities Manager and Website Manager	09/02/2019	2.1

## Contents

Introduction .....	4
Dawlish Lawn Tennis Club - Welfare Officer .....	4
The difference between Safeguarding and Protection. ....	5
Safe recruitment .....	5
Anti-Bullying .....	6
Responding to concerns about a child, young person or adult at risk. ....	6
Responding to concerns about someone who works with children and young people at our club. ....	7
Complaints and Feedback.....	7
Appendix i - Definitions of Abuse .....	10
Appendix ii - Flowchart for managing allegations against people who work with children and young people.....	11
Appendix iii - Safeguarding Concern Form (SCF) .....	12
Appendix iv - Additional Support.....	19
Annex A - Recording and Publishing Images Policy .....	20
Annex B - Code of Conduct for Working with Children .....	22
Annex C - Sun Safety Policy.....	233



# Safeguarding

At Dawlish Lawn Tennis club, we strive to provide a safe, enjoyable and inclusive environment for all of our members and staff. We are committed to working in accordance with statutory responsibilities, government guidance and comply with the best practice and requirements set by the Lawn Tennis Association (LTA).

We aim to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children and adults at risk have a positive and enjoyable tennis experience.

Our Safeguarding policy outlines our commitment to safeguarding and protecting all children, young people and adults at risk from abuse whilst at our club. Please refer to our Safeguarding Policy for further information. A copy can be found in the document holder on the wall to the left of this notice board.

## Club Welfare Officer

Name:	<b>Jo Hussain</b>
Telephone:	<b>07974 211937</b>
Email address:	<b>joannehussain@gmail.com</b>
Times available to be contacted:	<b>Evenings and weekends by phone, text or email.</b>



Jo works during the day as a Careers Leader at a local secondary School. Jo has a daughter who has been a member of the junior section of the tennis club for several years. Jo is an enthusiastic advocate of the important role of sport and keeping fit for everyone. She is happy to support the club in its provision of a safe and welcoming environment for its members.

It is Jo’s job to make sure that all children, young people and adults at risk are safe when at our club. You can speak to Jo if you are concerned or unhappy about something. If you’d like to speak to Jo or have any concerns about safety, you can contact her on the details above.

## **The difference between Safeguarding and Protection.**

### **Safeguarding**

***It's about being proactive, raising awareness and putting preventative measures in place.***

To help safeguard the members at our club, we:

- Work in accordance with this Safeguarding Policy
- Work in accordance with our **Equality and Diversity Policy**
- Have a designated and trained **Welfare Officer**
- Have a clear and transparent **Complaints Procedure**
- Follow the **LTA's Fair Play values of Enjoy. Respect**
- Promote an inclusive and positive ethos
- Ensure all **children are appropriately supervised at our club**
- Consult with the LTA Safeguarding Team for advice and support
- Follow **LTA guidance, policies and procedures**

### **Protection**

***It's when abuse, neglect or harm has happened or is likely to happen.***

When a child, young person or adult at risk needs protecting at our club, we:

- Follow a clear process for **sharing concerns**
- Take immediate action by alerting the LTA Safeguarding Team
- May speak with Local Authority Social Care services, police and other agencies
- Follow guidance set by the LTA on **managing allegations** against any members of our staff (paid or voluntary)
- Ensure all our staff and members are suitably protected whilst a statutory investigation is on-going
- Treat matters confidentially, unless if by not sharing information people could be put at risk of harm

### **Safe Recruitment**

When recruiting people (paid or voluntary) to work at our club, we work in accordance with the LTA's safe recruitment procedures. The process we follow is outlined below:

- When advertising externally ensure that the required competencies, responsibilities and qualifications are clearly outlined
- Shortlist the most suitable applications
- Obtain at least two references, with one ideally from the most recent employer
- Interview the shortlisted candidates
- Make a provisional offer of employment subject to a suitable Disclosure and Barring Service check (where appropriate) completed through the LTA.

We also ensure that anyone who works unsupervised with children completes an enhanced DBS and Barred List check through the LTA. In some situations, we may ask people who are supervised when working with children to complete an enhanced DBS

check. All DBS checks are updated every three years in line with best practice and guidance from the LTA.

## **Rehabilitation of Offenders**

We comply with the Rehabilitation of Offenders Act 1974 and seek to ensure that past offence(s) do not impact on an individual's life, if they have continued to abide by the law. This usually means we do not consider any spent conviction unless someone wants to work with children, young people or adults at risk. When a DBS check does reveal an offence, we refer to the LTA Safeguarding Team to undertake a risk assessment process.

## **Anti-Bullying**

Sometimes bullying can happen in a tennis environment or online through social media. Any child, young person or adult can be subject to the abuse or be a bully. At our club, bullying (including that which occurs online) is not acceptable. We take any concerns or reports about bullying extremely seriously. If bullying does occur, you should contact our Welfare Officer or use the complaints and feedback process to report your concerns as soon as possible.

We will support those who have been subject to bullying and seek to address the issue sensitively and quickly. In some situations, we may take disciplinary action against any person found to be a bully.

## **Responding to concerns about a child, young person or adult at risk.**

Any concerns about a child, young person or adult at risk should be raised with the Welfare Officer as soon as possible.

If there is a concern about the safety of a child, young person or adult at risk, the Welfare Officer will contact the Police or Social Care immediately and then inform the Safeguarding Team.

If a child, young person or adult at risk makes a disclosure of abuse, we cannot maintain confidentiality and will inform the child, young person or adult at risk that we need to speak to the Welfare Officer to help keep them safe.

We will always try to inform the parents and carers about the concern, unless we believe it will put the child, young person, adult at risk or another person at risk. This flowchart outlines the process for sharing concerns:



Responding to concerns about someone who works with children and young people at our club.

When someone is concerned that a person who works at our club has abused their 'position of trust' and/or harmed a child, young person or adult at risk, they should speak to the Welfare Officer immediately. If the allegation indicates that person has:

- Behaved in a way that has, or may have, harmed a child;
- Possibly committed a criminal offence against or in relation to a child; or
- Behaved in a way that indicates s/he is unsuitable to work with children

Our Welfare Officer will contact the LTA Safeguarding Team and Local Authority Designated Officer (LADO) within 24 hours for support in next steps. Full guidance on how we manage these types of allegations can be viewed at Appendix ii (outlines a flowchart of the process that we follow).

## Complaints and Feedback

At our club we strive to go the extra mile so that we deliver our services right, efficiently and to a high standard at all times. We understand there are times you may not always be happy with our club. Therefore your feedback is very important to ensure we continue to provide an excellent service. When dealing with complaints, we follow these four values:

### Right to Complain

You have the right to complain and complaints are taken very seriously. You will never be bullied, harassed or disadvantaged for making a complaint.

### Equality

You will receive a response to your complaint regardless of your age, gender, disability, race, religion, nationality, social status, or sexual orientation.

## **Fairness**

All complaints will be dealt with fairly and openly.

## **Safeguarding**

All complaints will be treated as confidential and only discussed with those involved in the investigation and decision making process. If your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed.

## **Making a complaint**

Often, issues can be resolved through mediation and talking, so in the first instance we encourage people to talk to our Welfare Officer. If, however, you would like to proceed with a complaint, you should report the matter in writing to our Welfare Officer or another member of the management committee. Your report should include:

- Details of what occurred, including any times and locations;
- Details of any witnesses and/or their statements;
- Details of any former complaints made about the incident, including the date and to whom the complaints were made; and what your desired outcome is.

Unfortunately, we cannot deal with anonymous complaints. This is because we operate in a fair and transparent manner and we need to know where the complaint has come from in order to make things better. We reserve the right to end any investigation or refer to the LTA for support, guidance or direction. If this happens you will be given the reasons for our decision.

## **Appendix i - Definitions of Abuse**

### **Children**

#### ***Sexual***

- Forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.
- May involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.
- Non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet)

#### ***Physical***

- A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.
- May also include a parent or carer fabricating an illness or deliberately inducing an illness

#### ***Emotional***

- Persistent emotional maltreatment of a child which may cause severe and persistent adverse effects on the child's emotional development
- May involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- May include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate
- May feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- May include serious bullying and cyber bullying as well as seeing the ill-treatment of another, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children
- Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone

#### ***Neglect***

- Persistent failure to meet a child's basic physical and/or psychological needs which is likely to result in serious impairment of the child's health or development
- Neglect may occur during pregnancy as a result of maternal substance abuse  
Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

- May also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Adults**

### ***Sexual***

- Rape and sexual assault or sexual acts to which the adult has not consented, or could not consent or was pressured into consenting.

### ***Physical***

- Includes hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

### ***Psychological***

- Threats of harm or abandonment.
- Deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation.
- Withdrawal from services or supportive networks.

### ***Neglect or omission to act***

- Failure to provide access to appropriate health, social care or educational services;
- ignoring medical or physical care needs;
- Withholding of the necessities of life, such as medication, adequate nutrition and heating.

### ***Financial***

- Using someone's property, money or any resources without their permission or knowledge or withholding money (i.e. theft, fraud, exploitation, etc).

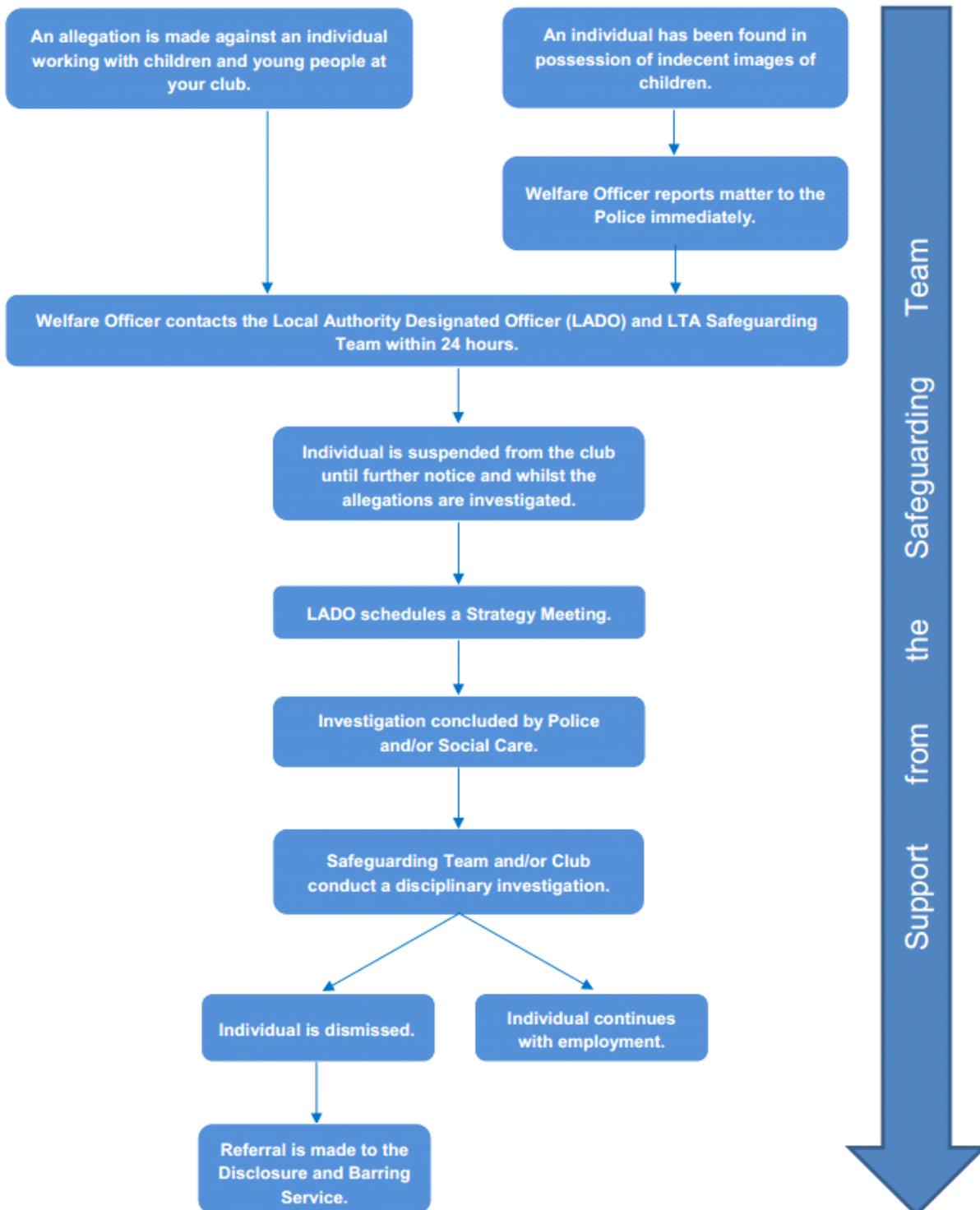
### ***Discriminatory***

- Treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

### ***Institutional***

- When the needs of an individual are not met due to a culture of poor practice or abusive behaviour within an organisation.

**Appendix ii - Flowchart for managing allegations against people who work with children and young people.**



### Appendix iii - Safeguarding Concern Form (SCF)

Please use **BLACK** ink only

Please complete within 24 hours and send to the Safeguarding Team within 48 hours

Date of concern:		Date form created:	
------------------	--	--------------------	--

Details of the person who is raising the concern

Name	
Date of Birth	
Name of venue	
Role at venue	
Telephone	
Email	

Details of the person you are concerned about

Name	
Role in tennis ( <i>please circle</i> )	Child Adult at Risk Coach Official Welfare Officer Volunteer Parent Club Committee Member Other (please detail):
Date of Birth	
Telephone	
Email	
Address	

Details of the parent/carers

Name(s)	
Telephone	
Email	
Address	

Details of the person alleged to have caused harm

Name	
Role in tennis ( <i>please circle</i> )	Child Adult at Risk Coach Official Welfare Officer Volunteer Parent Club Committee Member Other (please detail)
Date of Birth	
Telephone	
Email	
Address	
Do they work/volunteer anywhere else? ( <i>please circle</i> )	Yes                      No
If yes, please detail	

## Confidentiality

If the allegation is against a member of staff or volunteer that person should not be informed of the concern until advice has been sought from the LTA Safeguarding Team.

Have the parents/carers or adult at risk been informed of the concern? <i>(please circle)</i>	Yes	No
If not, please state why <i>(If you feel that informing the parents or carers about the concern will put the child or yourself at risk, you should not inform the parent or carer but will need to document here why. Adults at risk need to be informed of your concerns).</i>		
When were the parents/carers or adult at risk informed of the concern?	(DD/MM/YYYY) (Hr/Mins)	
What was the response of the parent/carer or adult at risk?		
Have the parents/carers or adult at risk given consent to share information? <i>(please circle)</i>	Yes	No
If not, what was the reason?		

Details of the concern

<p>Facts <i>e.g. the child had a bruise on their right hand (please link any injuries to the Body Map attached as an appendix)</i></p>
<p>Opinions <i>e.g. I believe in my position as a tennis coach that the adult at risk is being pushed beyond their ability and this is causing injuries such as...</i></p>
<p>Hearsay <i>e.g. you overhear the child talking to their friend saying they are scared</i></p>

Actions

What has been done about the concern?		
Who has been informed about the concern? ( <i>please circle</i> )	<i>Role</i>	<i>Date contacted</i>
	Welfare Officer LTA Safeguarding Team Police Children's Services Adult's Services Local Authority Designated Officer Other (please detail):	
When were they contacted?		
What was the name of the person(s) you spoke to?		
What did they say?		
What other actions (if any) have been taken?		

Welfare Officer / Referee (if at competition)

When were you made aware of the concern?		
Who have you informed about the concern? <i>(please circle)</i>	<i>Role</i>	<i>Date contacted</i>
	LTA Safeguarding Team Police Children's Services Adult's Services Local Authority Designated Officer Other (please detail)	
When were they contacted?		
What was the name of the person(s) you spoke to?		
What did they say?		
What other actions (if any) have you taken?		

Safeguarding Team contact details

T: 0208 487 7000

E: [Safeguarding@LTA.org.uk](mailto:Safeguarding@LTA.org.uk)

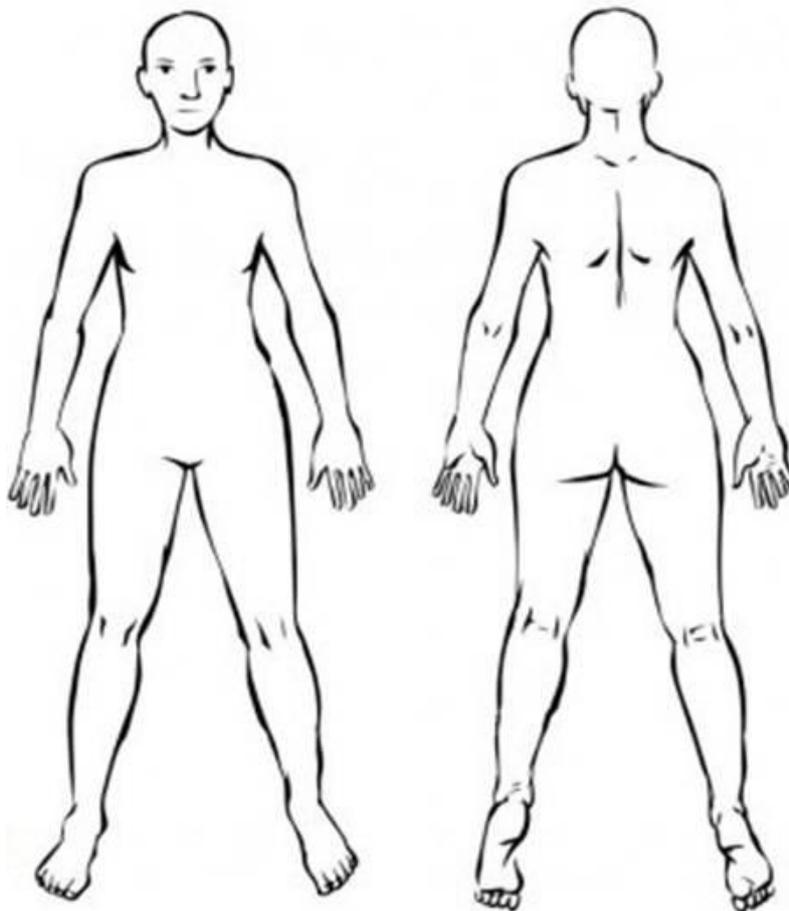
If you are concerned about a child, young person or adult at risk and believe them to be at immediate risk of harm please call the police on 999.

Record any physical injuries or marks you notice on the body map. Place a mark where the injury is and then a line out to written text describing the nature of the injury.

Care should be given to:

- Specify the location, e.g. right elbow
- Describe the injury, e.g. large purple/red bruise etc.
- give the approximate size of the injury by relating to objects of a standardised size, such as British coins
- Sign your name and date the injury was recorded.

Example: Open wound above right eyebrow which was bleeding. Approximately the size of a 10p coin. John Doe, 01/01/2014.



**A copy of the Safeguarding Concern Form can be downloaded from [www.lta.org.uk/safeguardingresources](http://www.lta.org.uk/safeguardingresources)**

## Appendix iv - Additional Support

Anyone who has been subject to abuse (including bullying), can get guidance and support from a number of organisations. These include:

### Organisation Website Contact number:

- ChildLine [www.childline.org.uk](http://www.childline.org.uk)  
0800 11 11
- National Association for people Abused in Childhood (NAPAC) [www.napac.org.uk](http://www.napac.org.uk)  
0800 085 3330 / 0808 801 0331
- National Society for the Prevention of Cruelty to Children (NSPCC)  
[www.nspcc.org.uk](http://www.nspcc.org.uk)  
0808 800 5000
- Action on Elder Abuse (AEA) [www.elderabuse.org.uk](http://www.elderabuse.org.uk)
- 0808 808 8141
- Victim Support [www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
0845 30 30 900
- National Domestic Abuse Helpline [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)  
0808 2000 247
- Broken Rainbow [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)
- 0300 999 5428
- This is Abuse [www.thisisabuse.co.uk](http://www.thisisabuse.co.uk)
- Child Exploitation and Online Protection Centre (CEOP) [www.ceop-police.uk](http://www.ceop-police.uk)
- Internet Watch Foundation [www.iwf.org.uk](http://www.iwf.org.uk)
- UK Safer Internet Centre [www.saferinternet.org.uk](http://www.saferinternet.org.uk)  
0844 381 4772

## **Annex A - Recording and Publishing Images Policy**

### **Parents, Carers and Spectators**

Dawlish Lawn Tennis Club encourages parent, carers and spectators to use photographic equipment to capture their child or friend playing tennis to support and encourage their experience.

Parents, carers and other spectators are required to register at an event if they wish to use any photographic equipment. The event organiser will ask anyone not registered to stop using photographic equipment and delete any images that may have been taken.

If any parent, carer or spectator has concerns about inappropriate photography, this should be reported immediately to the event organiser, official or welfare officer, who will follow child protection procedures.

### **Professionals, Competition Organisers and Officials**

Dawlish Lawn Tennis Club requests that all parents, carers and spectators who want to use photographic equipment at an event are registered with us.

If you wish to take photographs at an event or publish images following an event you must ensure you have consent from parents, carers or the individual (if over 18) prior to the event and that you are registered with the event organiser.

Any individual taking photographs which are deemed to be intrusive or inappropriate will be addressed in line with the child protection procedures.

### **Children and Young People**

It is okay for a photographer to take photos when you are on court, as long as your parent or carer has told the photographer it is alright.

If you see someone taking photos or filming that makes you feel worried, tell your parent or carer, or the event organiser or welfare officer straight away.

### **Consent**

If you wish to take photographs or recordings, prior to any event, you should ensure you have obtained consent from: The event organiser; and Parents, carers of all children involved.

In order to obtain consent you must explain why you are taking the images and what they will be used for. This ensures that parents or carers are giving informed consent.

### **Photographing and Recording**

All children featured in photographs or recordings must be:

- Appropriately dressed with clothing covering their torso from their neck to thighs, e.g. a t-shirt and shorts or skirt;
- Featured with people engaging in tennis;
- Recorded in groups with other children or adults where possible; and
- Representative of the diversity across tennis, with regard to age, gender, ethnicity and disability.

Any inappropriate use of images will be reported to the LTA Safeguarding Team and the Police.

## **Photographing and Recording in Public Spaces**

There is no law specifically prohibiting the photography of individuals (including children) in public places. Subject to the below, individuals are permitted to:

- take photos of children without the consent of the parents/legal guardians, using a normal lens; and
- Keep photos taken, however, if the person wishes to publish a recognisable image of the child, they are required to gain consent from the parents/legal guardian.

This is permitted, provided the behaviour does not amount to harassment or a breach of privacy. Whether the behaviour amounts to harassment or a breach of privacy will depend on the facts in each case.

In practice, you might not want to get into whether there has been a breach of privacy or if the conduct amounted to harassment. If an individual is taking photographs in a public space and this is making the children, coach or parents uncomfortable, it is best to approach the photographer and politely request they stop taking photographs and remind them they are required to gain consent from parents if they wish to publish any photos.

**NB:** If the photographer has a long lens, they should be informed they are not allowed to use this when taking photos of people in public space

## **Publishing Images**

Remember to give adequate thought to the selection of images in publicity material both printed and web-based. Where possible, use a technique such as "watermarking" on the images.

All children featured can only be:

- Printed or uploaded with written consent from parents/carers; and
- Shown engaging in tennis activities.

For your safety it is recommended that you avoid the following:

- Images of children and young people on their own;
- Images of children and young people outside a tennis environment;
- Streaming any content directly to a website; and
- Using any images for which you have not obtained consent

Please be aware, coaches, teachers and others may use video equipment as a legitimate coaching method. Tennis players and their parents or carers should be made aware this forms part of the tennis programme and that any recording will be destroyed after use.

## **Annex B - Code of Conduct for Working with Children**

### **Everyone working with children and young people at Dawlish Lawn Tennis Club agrees to:**

1. Remain professional at all times;
2. Use appropriate language at all times and challenges anyone who swears or uses unacceptable language in front of or toward children and young people;
3. Encourage children and young people to participate in tennis using 'Fair Play' values and encourage respect for one another;
4. Work and communicate openly and in an open environment, to avoid situations that could be misinterpreted in both tennis settings and with social media;
5. Keep a separate personal and business profile / account for all social media;
6. Be aware of the power and trust held as a person in a position of trust, treating this position and power with the highest of responsibility.
7. Ensure provision of a safe and inclusive environment for all children, their age, gender, sexuality, gender reassignment, disability or ability, religion, or ethnicity;
8. Maintain professional relationships with children at all times and know that any form of sexual relationship with someone under 18 is against the law and breach of their position of trust;
9. Act as excellent role model at all times; which includes refraining from smoking or taking drugs or illicit substances when coaching or around tennis environments;
10. Use positive reinforcement for discipline and report to the Safeguarding Team anyone who is seen to intimidate, threaten or act in a way that is physically or verbally abusive and agree to challenge a child or other person who acts in this way;
11. Work in an open and accountable manner;
12. Challenge poor practice of others; and
13. Seek the advice of colleagues and refer to polices if unsure at any time about practice or behaviour observed.

## **Annex C - Sun Safety Policy**

We work outdoors with children, and can play an important role in ensuring that the children in our care establish healthy sun protection habits during the early years. Research shows us that by leading by example has a big impact on the children and they will be more likely to do the same and pass this onto others.

### **Why is this important?**

Protecting young skin from the sun can reduce the chances of developing melanoma in adult life by as much as 78%. We work hard to prevent injury in tennis, and following good sun protection habits is just another aspect of safeguarding the children in your care.

To put this into practice Dawlish Lawn Tennis Club has signed up to the "OK SUN PLEDGE", our pledge is:

### **We Lead by example i.e. apply SPF30+ in the morning and after lunch breaks**

Acting as a positive role model by participating in sun protection is one of the best ways of getting children to follow suit, and develop good habits of their own that will last a life time.

### **We ask children to arrive sun protected and with a bottle of SPF30+**

This can back up any communication to parents. If parents forget, children can remind them that sun protection is a requirement for participation in summer, even on cloudy days!

### **We recommend long sleeved tops**

Although not practicable for all sports, a UVP top which covers the arms can be cool and should be the first line in defence for sunburnt arms.

### **We recommend hats**

A hat - ideally legionnaire style which covers ears and back of neck – is the best way to protect vulnerable areas.

### **We recommend wraparound sunglasses**

Although not practicable for all sports, wraparound styles protect the eyes from all angles.

### **We recommend long shorts**

The longer the shorts the more protection, especially for wheelchair users.

### **We promote the importance of hydration**

As well as requesting children turn up with full water bottles we ensure fresh water is available and most importantly drunk regularly.

### **We seek shade at breaks and whenever possible**

Shade helps keep children cooler on hot days and also ensures they have better protection from sunburn.

### **We spread the word on the importance of sun protection**

As well as requesting children turn up with full water bottles, ensure fresh water is available and most importantly drunk regularly during the day.